

E-01933A-12-0291



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: 2012 JUL 10 P 3:38

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 104737

Date: 7/6/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

JUL 10 2012

Complaint By: First: Bruce Last: House

Account Name: Bruce House

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****Referred through Commissioner Newman's Office*****

****Docket No. E-01933A-12-0291****

Email # 1 received on July 03, 2012 9:33 a.m.

Please clarify some thing for me regarding rate increases for Tucson Electric Power. My monthly bill was set on an a monthly averaging billing \$171.00 per month several and stayed at that level for several years. This monthly averaging has run as high as \$191.00. I replaced all of the windows in the home with low E glass, replaced the roof with white elastic coating, upgraded the main power box with 200 amp. service put in new doors with good weather striping. The end result was a visit from TEP to replace the meter because I had such a drastic drop. I just receive a letter from TEP notifying that the monthly averaging bill is now \$161.00.

Now they need a 15% increase based on the monthly billing and I am speculating that the increase is necessary due to home improvements as noted similar to the improvements noted above. There also has been lots of solar installations through out the county, DM being one of the big ones.

I presume that the 15% increase is based on the month billing, which bring me to my point. Those household and commercial solar installations will be paying very little or nothing. We that have not converted to solar will be paying for those that have solar.

I realize that TEP needs to have sufficient resourses to

Email #2 received on July 3, 2012 9:43 a.m.

I would like to hear from you regarding this latest request by TEP for a 15% increase to off set their appearant

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Email #3 received on July 3, 2012 11:07 a.m.

I am retired living on a fixed income as are many folks. We are facing increasing costs from all different direction these days and now it looks like we are looking at an increase from TEP.

We retired folks are always looking for ways to cut costs, unlike our Governments. It seems like it easier to seek increase in revenue rather than cutting costs.

Its also very popular to install solar systems to cut down on ever increasing electric bills. I have been asking my for time, how can TEP stay in business with homeowners improving their energy needs and cutting power usage and Solar systems being installed all around the county side.

My wife and I have spent a lot of money doing the things to our home that have resulted in \$40.00 per month decrease in our monthly bill, if the increase is approved TEP will just take back that which they gave me.

My question to you is, what are you looking at down the road to keep TEP a vital part of our communities needs? If we all are forced into Solar what will happen to TEP? They are being pushed I'm sure by our Green regulators to encourage Solar.

It appears that this latest increase of 15% is on our usage, which leaves those that have Solar off the hook for any of TEP's costs, yet the Solar users are still dependent on TEP for services. If you are going to approve this increase, it is my suggestion that every homeowner and commercial user should pay their fair share, no exceptions which includes governmental agencies. Better yet would be to have TEP cut back on their expenses and deny the increase.

I look forward to hearing from you

Bruce House

Tucson, AZ 85748

email:

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/09/12

ACC Staff spoke with customer and listened to his concerns regarding the proposed rate increase by Tucson Electric Power Company ("TEP"). I told customer that I would docket his Opinion so that the Commissioners could read his concerns. Customer thanked ACC Staff for contacting him regarding his concerns.

Opinion was emailed to Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

Date Completed: 7/9/2012

Opinion No. 2012 - 104737
